THE HON'BLE SRI JUSTICE V.V.S.RAO

WRIT PETITION NO.17402 of 2006

Dated: 15-09-2006

Between:

P. Rajagopala Rao.

..... PETITIONER

AND

The Northern Power Distribution Company of A.P. Limited (NPDC), Mancherial, Adilabad, and three others.

.....RESPONDENTS

THE HON'BLE SRI JUSTICE V.V.S. RAO

WRIT PETITION NO.17402 of 2006

ORDER:

The petitioner is the proprietor of a cinema theatre, namely, Tirumala Talkies situated at Teegalpahad, Mancherial Mandal, Adilabad District. He is aggrieved by the demand notice dated 14.08.2006 issued by respondent No.3 demanding a sum of Rs.1,14,146/- towards current consumption charges. At the time of hearing, the learned standing counsel has brought to the notice of this Court the General Terms and Conditions of Supply, subject to which power supply is regulated by the respondents. Condition Nos.14.6, 14.7 and 14.8 read as under.

14.6 Billing Complaints including Change of Category

14.6.1 Complaints in respect of non-receipt of electricity bills or receipt of erroneous bills shall be lodged by the consumer/ his authorised representative in the office specified in the Designated Officers' Notification giving the details of name, address, consumer number and brief description of the complaint. The complaint shall be lodged by the consumer in writing.

14.6.2.1 The Designated Officer shall resolve the billing complaints within the timeframe specified in the 'Standards of Performance' Regulation.

14.7 Disconnection and Reconnection of Supply

14.7.1 Complaints concerning improper disconnection and delay in reconnection of power supply should be lodged with the Designated Officer designated by the Company in the Designated Officers' Notification giving the details of name, address, consumer number and brief description of the complaint.

14.7.2 Receipt of the complaint shall be acknowledged and the complaint shall be resolved within the timeframe specified in the 'Standards of Performance' Regulation. In the event that he does not get adequate response from the said officer, he may approach the officer specified in the Designated Officers' Notification for second level of escalation. This officer shall acknowledge the complaint and take remedial action without any delay.

14.8 Complaint/Appeal before the Forum for Redressal of Grievances of the consumers

14.8.1 When the applicant/consumer does not get proper response even after approaching the next higher level

officer or if he is not satisfied with the action taken by them, the consumer may lodge a complaint/appeal with the Forum for Redressal of Grievances of the consumers established by the Company in accordance with Section 42(5) of the Act.
Provided that the consumer is entitled to approach the Forum at any stage if he so desires.

In view of the above, if the petitioner is aggrieved by the demand notice, he may make a complaint to the Superintending Engineer, Mancherial, who is statedly the designated officer as per the notification issued under Condition 4 of the General Terms and Conditions of Supply. As and when such complaint is made, the designated officer shall pass appropriate orders after giving opportunity to the petitioner.

The writ petition, with the above observations, is accordingly disposed of. No costs.

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(**V.V.S.RAO, J**)

15th September, 2006
ghn